

Department of Licensing Driver Services Business Review

Presentation
April 18, 2005

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Driver Services Operations Trends

April 18, 2005

Previous Current



FTEs & Budget



Licensing Office Wait Times



Hearings Dismissal Rate Reduction



Accident Processing



Identity Theft Unit

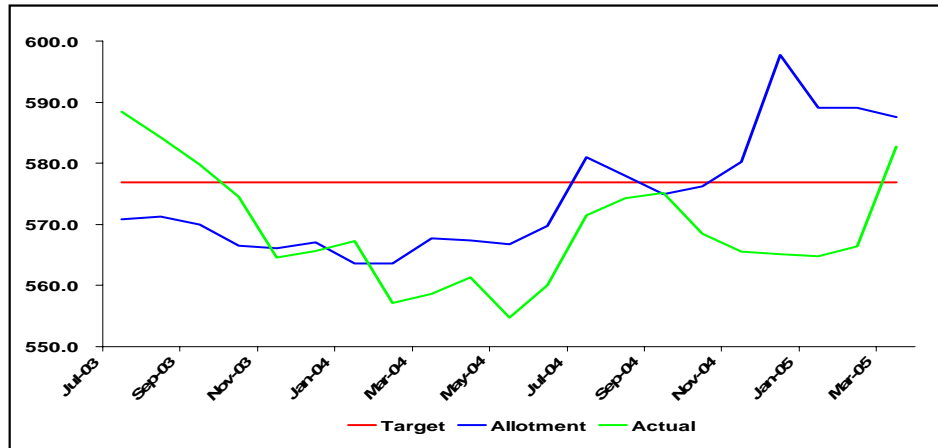
FTEs & Budget Allotment v. Actual

Driver Services

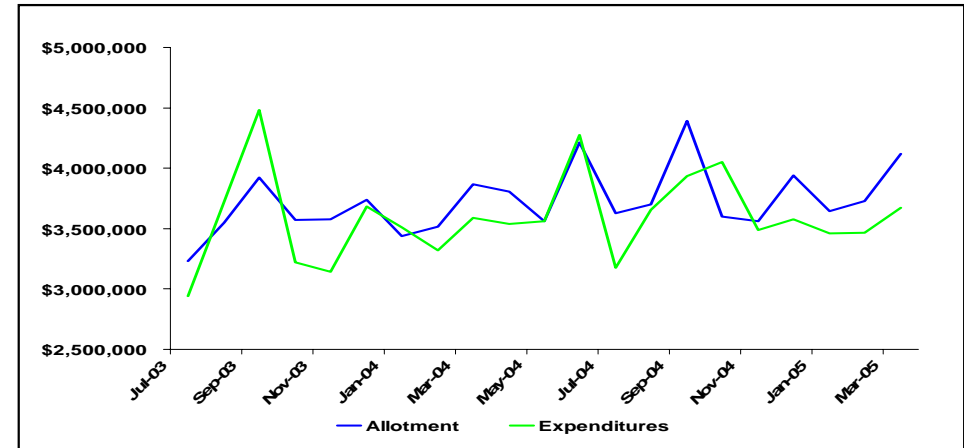
April 18, 2005

Assistant Director's Office

Driver Services FTEs



Driver Services Budget



Source Data: FTE and budget data as of December 2004 from AFRS/Fastrack; excludes encumbrances

Analysis

7.8 FTE variance



1.4 percent variance through March 2005

\$2,840,000 variance



3.6 percent variance through March 2005; \$700,000 in provisos, \$366,000 in Admin Services, \$203,000 in delayed grant utilization, \$109,000 in delayed equipment purchases

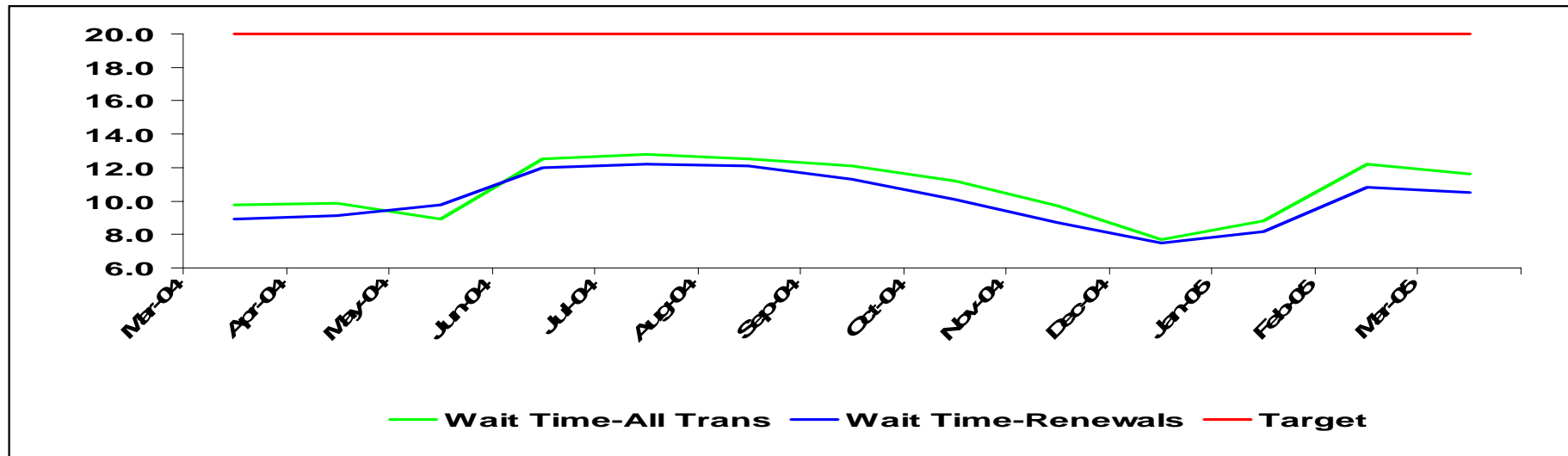
Action Plan

- Maintain aggressive review of proposed FTE utilization in all program areas
- Monitor budget provisos for maximum utilization
- Develop matrix of legislative budget proposals v. expenditure demands

Licensing Service Office Wait Times

Driver Services
April 18, 2005
Driver Examining

Goal: Maintain Wait Times at 20 minutes or less in LSOs



Analysis



18.8% increase in all transaction wait times over March 2004; 17.9% increase for renewals



11.6 minute all transaction and 10.5 minute renewal wait times are within the target range



6% increase in customer volume from March 2004 to March 2005

Action Plan

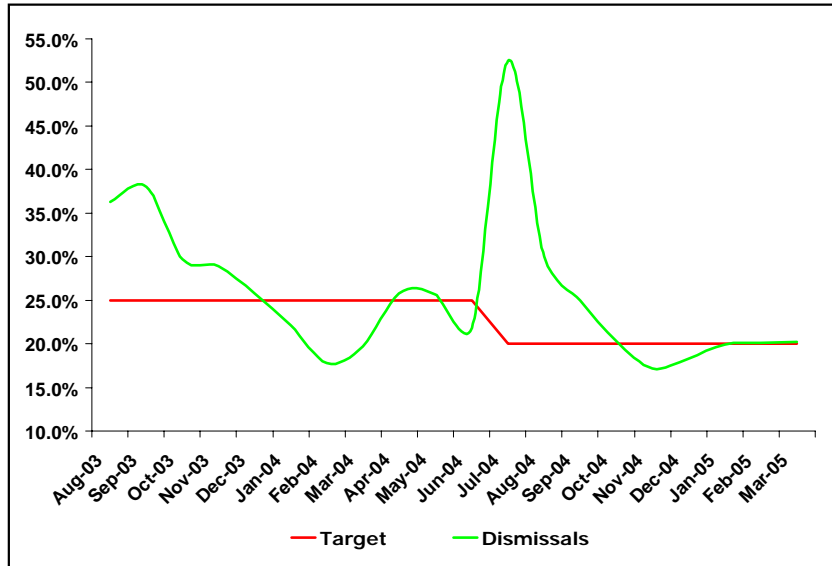
- Continue to monitor wait times by office and district
- Work to determine other measures of customer service

Dismissal Rate Reduction

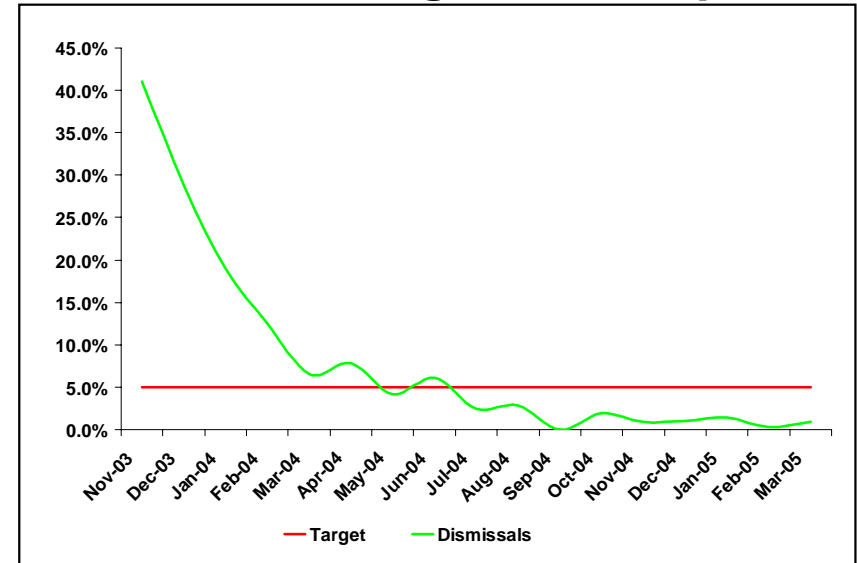
Driver Services
April 18, 2005
Hearings

Goal: Reduce the DUI Dismissal Rate by the Hearings Unit to 20%

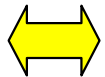
DUI Hearing Dismissals



Percentage of all dismissals due to missing arrest report



Analysis



July and August 2004: dismissal rate heavily impacted by Clark-Munoz decision (re: toxicology)



March 2005: 97% Reduction in missing arrest reports since November 2003 peak

Action Plan

- Partnership with WSP to improve reports
- Monthly dismissal reports review
- Work with individual agencies to improve their processing of arrest reports.

Dismissal Rate Reduction

Driver Services
April 18, 2005
Hearings

Goal: Reduce the DUI Dismissal Rate by the Hearings Unit to 20%

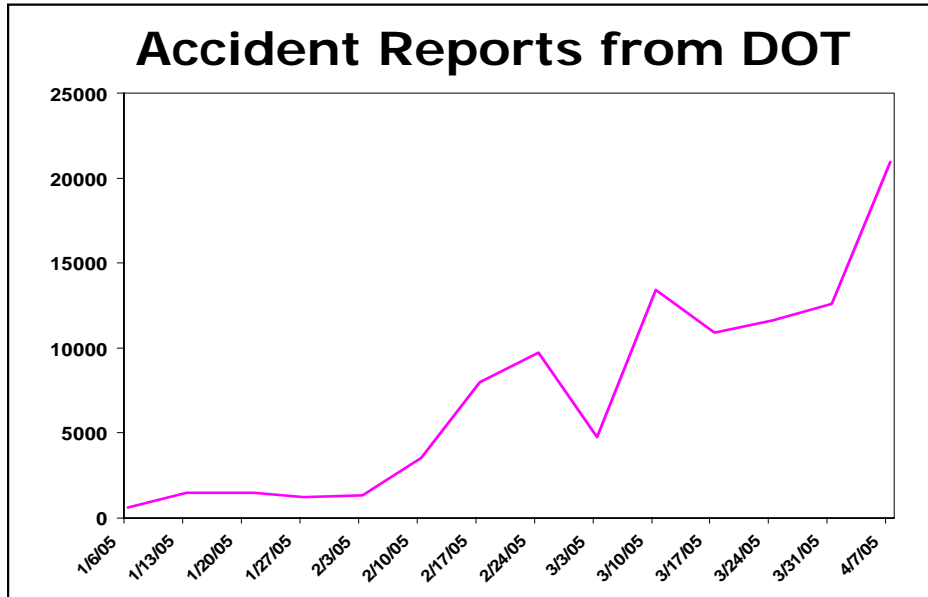
DUI hearings can be dismissed for a variety of causes, including actions by law enforcement, DOL, and the courts.

Causes for Dismissals - March 2005							
	Law Enforcement Control						No Control
Jurisdiction	Sworn Rprt Only	Incomplete / Defective Report	Illegible	boxes not checked or typos	missing pages or documents	Officer Error	Collateral Estoppel
Other Law Enforce.	2	18	11	37	25	29	44
WA State Patrol	1	19	15	14	5	21	13
Total	3	37	26	51	30	50	57
% of Total Dismissals	0.9%	11.2%	7.9%	15.5%	9.1%	15.2%	17.3%
	DOL Control						
Jurisdiction	DOL Error	Credibility	Legal Issue	No Cause for Stop	No Probable Cause		Totals
Other Law Enforce.	3	0	20	12	5		206
WA State Patrol	7	1	16	9	3		124
Total	10	1	36	21	8		330
% of Total Dismissals	3.0%	0.3%	10.9%	6.4%	2.4%		

Accident Processing

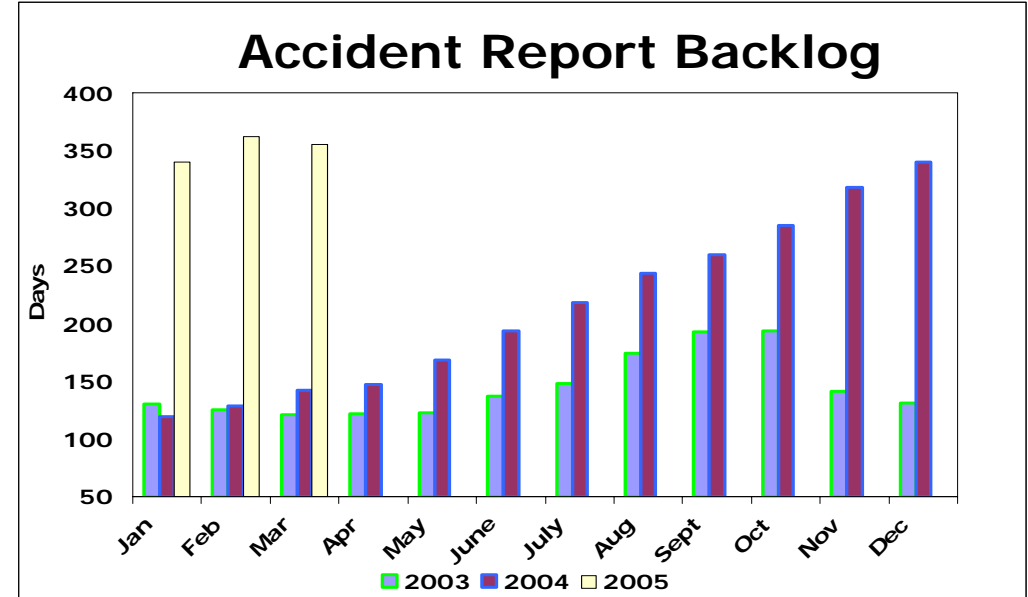
Driver Services
April 18, 2005
Driver Responsibility

Goal: Replace manual processes and reduce backlogs through implementation of automation and/or technology applications



Analysis

- DOT's productivity has continued to improve
- DOL receiving weekly status Reports
- Duplication of work with DOT is still occurring
- Paper storage takes up many file cabinets



Action Plan

- Target Implementation of Workflow Process 07/05
- Work with WSP/ DOT to improve daily image files received for workflow enhancements
- Electronically move all accident reports and correspondence to the imaging system

Goal: Reduce Identity Crimes

Identity theft is one of the fastest growing crimes in the country. In Washington state, the victimization rate reported to the Federal Trade Commission has more than tripled from 2001 to 2005.

Identity Theft Unit	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Six Month Totals
Cases opened	7	2	4	6	6	4	29
Cases completed	5	2	2	6	4	4	23
Cases submitted for prosecution	2	1	0	4	0	4	11
Total charges submitted	3	2	0	15	0	9	29
Training events held	4	1	5	3	1	3	17
Number of people trained	102	17	339	163	42	215	878

Analysis

- 10,000 identity theft cases in 1995 v. 10 million in 2003
- WA victimization rate ranks #8 in country (FTC, 2004)
- Lack of law enforcement support for victims, investigations

Actions

- Licensing/State Patrol partnership began July 2004
- Additional partnership w/ Attorney General ID Theft project
- Cases received from DSI/WSP/Victims
- Prosecutor meetings
- Public outreach – town hall meetings

Background

The 1986 Commercial Motor Vehicle Safety Act (CMVSA) established the national Commercial Driver's License (CDL) Program.

Established national minimum testing and licensing standards

- Required state legislation to implement the Act to conform to Federal Motor Carrier Safety Administration (FMCSA) standards
- In October 1989, Washington State was the second state to implement these standards

Basic statistics about the CDL Program in Washington State include:

- Washington commercial driver population is ranked 18th in the nation
- 178,000 commercial drivers
- 17,000 new commercial driver licenses (CDL) are issued annually
- 36,435 CDLs are renewed and 11,170 CDL permits are issued annually
- 162 Third Party Testers are contracted with to conduct customers CDL skills tests prior to licensing

Compliance with CDL Requirements

States must remain in substantial compliance with federal commercial driver licensing requirements to avoid loss of federal transportation funds. If a state is found out of compliance, loss of federal funding could amount to:

- 10% of highway transportation funds for the first year
- 5% of highway transportation funds for every subsequent year
- State CDL Program decertified and DOL unable to issue CDLs

The Washington CDL Program has limited resources to ensure and maintain CDL Program compliance. Funding has been requested to provide additional resources to ensure that DOL can meet federal compliance standards.

Federal CDL Program Compliance Reviews are performed every 3-½ years. The following slide includes the results of the most recent FMCSA CDL Program Compliance Reviews.

The Motor Carrier Safety Improvement Act (MCSIA) was passed to improve the administration of the Federal motor carrier safety program and to reduce the number and severity of accidents involving commercial vehicles.

MCSIA has 23 provisions, 15 to be implemented by July 1, 2005 per SHB 2532 and September 30, 2005 per MCSIA and include the following:

- Requires new knowledge and skills test for school bus drivers to obtain a school bus endorsement. DFS will be updated by July 1, 2005
- Requires new convictions and disqualifications for CDL holders
- Prohibits deferred prosecution of convictions
- Requires DOL to collect, store and transmit data electronically to other states
 - o Some data elements include 10-year driver history, AAMVA code changes, conviction information, driver eligibility status
 - o Significant system changes needed and MCSIA project in progress to implement the required changes.

July 2001 FMCSA CDL Program Compliance Audit

This audit report included 24 program findings and “recommended” area Improvements. A summary of findings included:

- 20 - WA/CS - Current Standards (compliance issues related to state law, federal regulations, and interpretations supporting existing program activities)
- 4 - WA/UR – Upcoming Requirements as a result of legislative and regulatory changes, i.e. MCSIA, USA PATRIOT Act

Five findings are unresolved and currently in progress; delay was due to needed legislation, and the Driver’s UAR freeze, or other significant system modifications. These findings were included in the 2004 compliance audit.

November 2004 FMCSA CDL Program Compliance Audit

Audit report included 29 program findings and “recommended” area improvements, a summary of findings include:

- 22 - WA/CS - Current Standards (compliance issues related to state law, federal regulations, and interpretations supporting existing program activities)
- 7 - WA/UR – Upcoming Requirements as a result of legislative and regulatory changes, i.e. MCSIA, USA PATRIOT Act

An action plan was completed in response to the FMCSA compliance audit, and was submitted on April 15, 2005.